Caltrans Sustainable Communities Grant to Southern California Association of Governments
Stakeholder Survey Results
Inland Empire - Overview of Stakeholders

Total Respondents

- 68

Role for Policy Decisions

- Make policy decisions: 34
- Provide input to policy decisions: 34

Type of Organization Represented

- Public Agency: 48.5%
- Private-Sector: 20.6%
- Education or Health: 23.5%
- Other: 7.4%

Number of Employees by Percentage

- More than 100: 57.4%
- 11 - 50: 8.8%
- 51 - 100: 5.9%
- 1 - 10: 27.9%
Work Location Preferences Over Time - Pre-During-Post Pandemic

Inland Empire

SCAG Region
Percentage of Employees that Work Remotely at the Present Time

Inland Empire

- 80% to 100%: 14.7%
- 60% to 80%: 11.8%
- 20% - 40%: 11.8%
- Up to 20%: 20.6%

- 41.2%

SCAG Region

- 80% to 100%: 17.5%
- 60% to 80%: 17.1%
- 20% - 40%: 14.3%
- Up to 20%: 19.9%

- 31.1%
Optimal Mix of Telecommuting Days for Employers Allowing for “Hybrid” Working Arrangement

<table>
<thead>
<tr>
<th>Inland Empire</th>
<th>SCAG Region</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Select the optimal number of telecommuting days:</strong></td>
<td><strong>Select the optimal number of telecommuting days:</strong></td>
</tr>
<tr>
<td>1 day</td>
<td>1 day</td>
</tr>
<tr>
<td>2 days</td>
<td>2 days</td>
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<tr>
<td>3 days</td>
<td>3 days</td>
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<tr>
<td>4 days</td>
<td>4 days</td>
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<tr>
<td>5 days</td>
<td>5 days</td>
</tr>
<tr>
<td>Allow Flexibility</td>
<td>Allow Flexibility</td>
</tr>
<tr>
<td>Hybrid Working Not Allowed</td>
<td>Hybrid Working Not Allowed</td>
</tr>
</tbody>
</table>

Inland Empire: Answered: 68
- 1 day: 2(2.94%)
- 2 days: 7(10.29%)
- 3 days: 2(2.94%)
- 4 days: <1%
- 5 days: <1%
- Allow Flexibility: 27(39.71%)
- Hybrid Working Not Allowed: 30(44.12%)

SCAG Region: Answered: 251
- 1 day: 7(2.79%)
- 2 days: 34(13.55%)
- 3 days: 18(7.17%)
- 4 days: 1(0.40%)
- 5 days: <1%
- Allow Flexibility: 116(46.22%)
- Hybrid Working Not Allowed: 75(29.88%)
Private-Sector Employer - Impact of Lack of High-Speed Internet

Does the lack of high-speed Internet infrastructure throughout your region limit the number of employees who can work remotely?

- **Yes**: 42.1%
- **Uncertain**: 26.3%
- **No**: 31.6%

Inland Empire

- **Yes**: 42.1%
- **Uncertain**: 26.3%
- **No**: 31.6%

Note: For right-side question, 42.1% and 37.3% responded as "Not Applicable" for Inland Empire and SCAG region respectively.
Public Agency and Service Provider - Impact of Lack of High-Speed Internet

**Inland Empire**

Does the lack of high-speed Internet infrastructure throughout your region limit the number of employees who can work remotely and the number of clients or customers who can receive your services online?

- **Yes**: 41.9%
- **No**: 41.9%
- **Uncertain**: 16.1%

How much does the lack of high-speed Internet infrastructure limit the number of employees who can work remotely? (1 to 5 Scale)

- **5**: 17.4%
- **4**: 4.3%
- **3**: 26.1%
- **2**: 21.7%

**SCAG Region**

Note: For right-side question, 25.8% and 25.5% responded as “Not Applicable” for Inland Empire and SCAG region respectively.

Does the lack of high-speed Internet infrastructure throughout your region limit the number of employees who can work remotely and the number of clients or customers who can receive your services online?

- **Yes**: 52.0%
- **No**: 26.5%
- **Uncertain**: 21.4%

How much does the lack of high-speed Internet infrastructure limit the number of employees who can work remotely? (1 to 5 Scale)

- **5**: 20.5%
- **4**: 5.5%
- **3**: 27.4%
- **2**: 20.5%
Note: For right-side question, 26.7% and 24.6% responded as “Not Applicable” for Inland Empire and SCAG region respectively.
Private-Sector Employer - % Employees Could Work Remotely

What is the optimal percentage of your employees who could work remotely, taking into account all factors, including workforce productivity and employee satisfaction?

**Inland Empire**

Answered: 19

- 0%: 4 (21.05%)
- Up to 20%: 2 (10.53%)
- 20% - 40%: 1 (5.26%)
- 40% - 60%: 1 (5.26%)
- 60% - 80%: 3 (15.79%)
- 80% - 100%: 8 (42.11%)

**SCAG Region**

Answered: 75

- 0%: 10 (13.33%)
- Up to 20%: 11 (14.67%)
- 20% - 40%: 10 (13.33%)
- 40% - 60%: 12 (16.00%)
- 60% - 80%: 4 (5.33%)
- 80% - 100%: 28 (37.33%)
Public Agency and Service Provider - % Clients Receiving Services Online

What percentage of your clients or customers receive services online at the present time?

Inland Empire

- 0%: 4, 12.90%
- Up to 20%: 3, 9.68%
- 20% - 40%: 8, 25.81%
- 40% - 60%: 8, 25.81%
- 60% - 80%: 2, 6.45%
- 80% - 100%: 6, 19.35%

Answered: 31

SCAG Region

- 0%: 9, 6.12%
- Up to 20%: 18, 18.37%
- 20% - 40%: 19, 19.39%
- 40% - 60%: 20, 20.41%
- 60% - 80%: 14, 14.29%
- 80% - 100%: 21, 21.43%

Answered: 98
Public Agency and Service Provider - % Clients Could Receive Services Online
What is the optimal percentage of your clients or customers who could receive services online?

**Inland Empire**

- **1** (3.23%) Up to 20%
- **6** (19.35%) 20% - 40%
- **10** (32.26%) 40% - 60%
- **13** (41.94%) 60% - 80%
- **1** (3.23%) 80% - 100%

**SCAG Region**

- **3** (3.06%) Up to 20%
- **9** (9.18%) 20% - 40%
- **11** (11.22%) 40% - 60%
- **18** (18.37%) 60% - 80%
- **24** (24.49%) 80% - 100%
- **33** (33.67%) 80% - 100%

Answered: 31
Answered: 98
Public Agency and Service Provider – % Workers Could Work Remotely

What is the optimal percentage of your workers who could work remotely, taking into account all factors, including workforce productivity and employee satisfaction?

Inland Empire

Answered: 31

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 20%</td>
<td>1</td>
<td>3.23%</td>
</tr>
<tr>
<td>20% - 40%</td>
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<td>16.13%</td>
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<tr>
<td>40% - 60%</td>
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<td>5</td>
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</tr>
<tr>
<td>80% - 100%</td>
<td>4</td>
<td>12.90%</td>
</tr>
</tbody>
</table>

SCAG Region

Answered: 98

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<thead>
<tr>
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<th>Count</th>
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</tr>
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<tr>
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<tr>
<td>20% - 40%</td>
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<td>22</td>
<td>22.45%</td>
</tr>
<tr>
<td>60% - 80%</td>
<td>21</td>
<td>21.43%</td>
</tr>
<tr>
<td>80% - 100%</td>
<td>14</td>
<td>14.29%</td>
</tr>
</tbody>
</table>
What percentage of your students attend classes or members and patients receive services online at the present time?

**Inland Empire**

- 4% (26.67%)
- 8% (53.33%)
- 2% (13.33%)
- 0% (6.67%)

**SCAG Region**

- 8% (13.11%)
- 22% (36.07%)
- 4% (6.56%)
- 5% (8.20%)
- 5% (8.20%)
- 17% (27.87%)
- 0% (13.82%)
What is the optimal percentage of your students who could attend classes online or members and patients who could receive services online?

Inland Empire

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 20%</td>
<td>4</td>
<td>26.67%</td>
</tr>
<tr>
<td>20% - 40%</td>
<td>3</td>
<td>20.00%</td>
</tr>
<tr>
<td>40% - 60%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>60% - 80%</td>
<td>4</td>
<td>26.67%</td>
</tr>
<tr>
<td>80% - 100%</td>
<td>3</td>
<td>20.00%</td>
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SCAG Region

<table>
<thead>
<tr>
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<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 20%</td>
<td>6</td>
<td>9.84%</td>
</tr>
<tr>
<td>20% - 40%</td>
<td>7</td>
<td>11.48%</td>
</tr>
<tr>
<td>40% - 60%</td>
<td>8</td>
<td>13.11%</td>
</tr>
<tr>
<td>60% - 80%</td>
<td>11</td>
<td>18.03%</td>
</tr>
<tr>
<td>80% - 100%</td>
<td>18</td>
<td>29.51%</td>
</tr>
</tbody>
</table>
What is the optimal percentage of your workers who could work remotely, taking into account all factors, including workforce productivity and employee satisfaction?

**Inland Empire**

- 0%: 3 (20.00%)
- Up to 20%: 4 (26.67%)
- 20% - 40%: 5 (33.33%)
- 40% - 60%: 3 (20.00%)

**SCAG Region**

- 0%: 10 (16.39%)
- Up to 20%: 20 (32.79%)
- 20% - 40%: 13 (21.31%)
- 40% - 60%: 8 (13.11%)
- 60% - 80%: 5 (8.20%)
- 80% - 100%: 5 (8.20%)
Private-Sector Employer – Strategies to Reduce Vehicle Trips

How helpful would the following be to your organization in reducing vehicle trips by your employees or vehicle trips related to other aspects of your business?

**Inland Empire**

1. Construct high-speed Internet infrastructure throughout the region so that all locations are connected.  
   - SCAG Region: 45%  
   - Inland Empire: 15%
2. Enact federal and state tax credits to employers for implementing telecommuting.  
   - SCAG Region: 32%  
   - Inland Empire: 11%
3. Launch an awareness campaign to educate employers and employees about the environmental benefits of telecommuting to reducing vehicle trips.  
   - SCAG Region: 19%  
   - Inland Empire: 6%
4. Provide sample policies and employer training for implementing telecommuting.  
   - SCAG Region: 18%  
   - Inland Empire: 4%
5. Improve availability and convenience of public transit.  
   - SCAG Region: 18%  
   - Inland Empire: 4%
Public Agency or Service Provider – Strategies to Reduce Vehicle Trips

How helpful would the following be to your organization in reducing vehicle trips by your employees and vehicle trips by your clients or customers?

**Inland Empire**

- Construct high-speed Internet infrastructure throughout the region so that all locations are connected: 19
- Assist your clients or customers with securing affordable home Internet service and a computing device: 18
- Provide digital literacy training for your clients or customers: 13
- Improve availability and convenience of public transit: 9
- Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips: 9

**SCAG Region**

- Assist your clients or customers with securing affordable home Internet service and a computing device: 65
- Construct high-speed Internet infrastructure throughout the region so that all locations are connected: 54
- Provide digital literacy training for your clients or customers: 50
- Improve availability and convenience of public transit: 33
- Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips: 30
Education and Health Services – Strategies to Reduce Vehicle Trips

How helpful would the following be to your organization in reducing vehicle trips by your employees and vehicle trips by your clients or customers?

Inland Empire

- Construct high-speed Internet infrastructure throughout the region so that all locations are connected: 13 responses
- Assist your [students] [members and patients] with securing affordable home Internet service and a computing device: 13 responses
- Provide digital literacy training for your [students and parents] [members or patients]: 10 responses
- Improve availability and convenience of public transit: 8 responses
- Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips: 7 responses

SCAG Region

- Assist your [students] [members and patients] with securing affordable home Internet service and a computing device: 49 responses
- Construct high-speed Internet infrastructure throughout the region so that all locations are connected: 43 responses
- Provide digital literacy training for your [students and parents] [members or patients]: 36 responses
- Improve availability and convenience of public transit: 30 responses
- Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips: 25 responses
## Top-Ranked Strategies by Stakeholder Group to Reduce Vehicle Trips

<table>
<thead>
<tr>
<th>Strategy to Reduce Vehicle Trip Generation (and Related VMT and GHG)</th>
<th>Stakeholder Group</th>
<th>Percent of Responders Rating Strategy 4 or 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construct high-speed Internet infrastructure throughout the region so that all locations are connected.</td>
<td>Private-Sector Employer Business</td>
<td>75%</td>
</tr>
<tr>
<td>Assist your clients or customers with securing affordable home Internet service and a computing device.</td>
<td>Public Agency Non-Profit Service Provider</td>
<td>83%</td>
</tr>
<tr>
<td>Assist your students or member and patients with securing affordable home Internet service and a computing device.</td>
<td>Education Organization Healthcare Provider</td>
<td>92%</td>
</tr>
</tbody>
</table>
Private-Sector Employer – Strategies to Reduce Vehicle Trips
Policymakers Compared to Policy Advisors (Provides Input to Policy) – SCAG Region

- Construct high-speed Internet infrastructure throughout the region so that all locations are connected.
  - Policymakers: 4.22
  - Policy Advisor: 3.75

- Provide sample policies and employer training for implementing telecommuting.
  - Policymakers: 3.20
  - Policy Advisor: 2.79

- Improve availability and convenience of public transit.
  - Policymakers: 3.02
  - Policy Advisor: 3.13

- Enact federal and state tax credits to employers for implementing telecommuting.
  - Policymakers: 3.69
  - Policy Advisor: 3.54

- Launch an awareness campaign to educate employers and employees about the environmental benefits of telecommuting to reducing vehicle trips.
  - Policymakers: 2.63
  - Policy Advisor: 3.39
Policymakers Compared to Policy Advisors (Provides Input to Policy) – SCAG Region

- Construct high-speed Internet infrastructure throughout the region so that all locations are connected.
  - Policymakers: 4.05
  - Policy Advisor: 4.09

- Assist your clients or customers with securing affordable home Internet service and a computing device.
  - Policymakers: 4.45
  - Policy Advisor: 4.34

- Provide digital literacy training for your clients or customers.
  - Policymakers: 4.12
  - Policy Advisor: 4.02

- Improve availability and convenience of public transit.
  - Policymakers: 3.38
  - Policy Advisor: 3.66

- Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips.
  - Policymakers: 3.24
  - Policy Advisor: 3.59
Education and Health Services – Strategies to Reduce Vehicle Trips
Policymakers Compared to Policy Advisors (Provides Input to Policy) – SCAG Region

- Construct high-speed Internet infrastructure throughout the region so that all locations are connected.
  - Policymakers (Weighted Average Rating): 4.15
  - Policy Advisor (Weighted Average Rating): 4.49

- Assist your [students] [members and patients] with securing affordable home Internet service and a computing device.
  - Policymakers (Weighted Average Rating): 4.35
  - Policy Advisor (Weighted Average Rating): 4.66

- Provide digital literacy training for your [students and parents] [members or patients].
  - Policymakers (Weighted Average Rating): 3.90
  - Policy Advisor (Weighted Average Rating): 4.41

- Improve availability and convenience of public transit.
  - Policymakers (Weighted Average Rating): 3.85
  - Policy Advisor (Weighted Average Rating): 4.12

- Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips.
  - Policymakers (Weighted Average Rating): 3.80
  - Policy Advisor (Weighted Average Rating): 3.83
Caltrans Sustainable Communities Grant to Southern California Association of Governments Stakeholder Survey Results